



Washington State Board of Hearing and Speech Meeting Minutes

August 7, 2015

Board Members Present

Alison Vega, AuD, Chair; Gail Rothwell, Vice-Chair; David Oplinger, AuD; Rick Giles; Courtenay Hendricks, Public Member; Hal Hunsaker; Cary Larson; Henry Ou, MD; Ann Plotnick

Board Members Absent

James Deal, Public Member and Trice Konschuh, Public Member

Staff Present

Janette Benham, Program Manager; Sandie Pearson, Program Representative; Trina Castle, Executive Director; Joyce Roper, Assistant Attorney General (AAG)

Others Present

Melissa Johnson
Jane Foss
Brenda Haltom
Connie Furry
Ron Schenner
Jeff Havacho
Amanda Swanson
Bob Stevens
Sonia Curry
Marci Long
Jim Sequist
Sheryl Arends
Sandy Hubbard
Rebecca Thompson
Brandi Bowen

Nathan Keding
Jeff Moore
Stefanie Nickels
Joseph Blasko
Lynn E. Byrne
Monica Hendsch
Susan Agricola
Kendra Hodgson
Debra Gudmundsson
Peter Gudmundsson
Kian Jafarinejad
Bridget Bellardini
Tim Hubbard
Tammy Miller

On August 7, 2015, the Board of Hearing and Speech met in Kent at the Department of Health Office, Creekside Two at CenterPoint, 20425 72nd Ave S., Suite 310, Kent, WA 98032. In accordance with the Open Public Meetings Act, the meeting agenda was emailed to the Hearing and Speech listserv and posted on the Hearing and Speech website.

OPEN SESSION – 9:05 a.m.

- 1. CALL TO ORDER – Dr. Alison Vega, Chair**
Dr. Vega called the meeting to order at 9:05 a.m.

9:05 a.m.

1.1 Introductions

Board members, staff, and audience members introduced themselves.

1.2 Approval of the amended agenda

The amended agenda was approved as presented.

1.3 Approval of the May 1, 2015 meeting minutes

The May 1, 2015 Meeting Minutes were approved as presented.

2. PROGRAM MANAGER REPORT – Janette Benham, Program Manager

2.1 Licensing statistics

Updated licensing statistics were presented to the board. The handout included licensing statistics for August 2014, May 2015, and August 2015. Statistics for August 2015 are as follows:

	Hearing Aid Specialist	Audiologist	SLP	SLPA (Certification)
Active Licenses	298	415	2413	209
Inactive License	38	40	30	0
Expired License	943	229	1132	96
Revoked License	22	0	1	0
Suspended License	15	2	0	0

2.2 Hearing panel procedure overview – Hearing Aid Specialist hearing scheduled for October 21, 2015

– Ms. Benham provided a handout to board members regarding the disciplinary hearing process. Ms. Benham explained that there are two disciplinary hearings scheduled; one in October and another in November. Panel members are in place for the October hearing. Panel members are still needed for the November hearing. Both hearings are scheduled to be held in Tumwater. Disciplinary hearings are open to the public.

2.3 Meeting with Occupational Therapy Practice Board members

– Ms. Benham shared that a member of the Occupational Therapy (OT) Practice Board asked about meeting with members from the Board of Hearing and Speech to discuss any upcoming legislation that may affect both the OT profession as well as the speech-language pathology (SLP) profession. Ms. Castle explained that when two separate professions are working on similar items or legislation it is beneficial for representatives from each of the professions to meet and have discussions. Melissa Johnson shared with Ms. Benham that a “Tri-Alliance” had been formed to discuss upcoming legislation. The “Tri-Alliance” includes association representatives from the physical therapy, occupational therapy, and speech-language pathology professional associations. They haven’t met recently, but there has been discussion about scheduling a meeting soon. After discussion, the board decided that a separate meeting wasn’t necessary, but it may be beneficial to attend another profession’s board meeting. Ms. Larson and Ms. Rothwell expressed interest in attending the Occupational Therapy Practice Board and Board of Physical Therapy meetings. Ms. Benham will email dates of board meetings to Ms. Larson and Ms. Rothwell. Ms. Roper, AAG, reminded Ms. Larson and Ms. Rothwell that when attending other board meetings, it is important that any request for information or interaction about board business be brought back to the full board for

discussion and action. It is also important they keep in mind that as a board member ensuring patient safety is one of their primary roles.

2.4 Upcoming conferences and designation of board member or staff attendee – Ms. Benham shared that the board needed to discuss and determine whether to designate a board member to attend any of the following conferences/meetings that are being held in the fall:

- International Hearing Society (IHS) Annual Meeting – September 10-12, 2015 in Florida – The board discussed having Ms. Benham or another board member attend as the board representative. Mr. Giles is scheduled to attend this conference as the IHS President-Elect.
- National Council of State Boards of Examiners (NCSB) for Speech-Language Pathology and Audiology – October 8-10, 2015 in North Carolina – Ms. Benham explained that this conference is geared toward regulatory boards. The conference this year will include a mock disciplinary hearing as well as discussions regarding telepractice related to audiology and speech-language pathology.
- Citizen Advocacy Center (CAC) Annual Meeting – November 12-13, 2015 in Washington, DC – The board discussed the importance of having a representative from the board attend this conference. Ms. Larson and Ms. Rothwell both voiced their interest in attending as the board representative. Ms. Larson suggested that Ms. Rothwell attend since this is her last year on the board.
- Associates of Doctors of Audiology (ADA) – November 12-15, 2015 in Washington DC – Board members discussed sending a board representative to attend the conference this year. The conference this year will address audiology and telehealth.

The board discussed sending a representative to each of the conferences. Ms. Castle suggested the board consider the budget when determining whether to send a representative to each of this year's conferences. She suggested the board may want to alternate and attend a few this year and the others next year. Another cost saving suggestion was that since Mr. Giles is already scheduled to attend the IHS conference he be allowed to provide a report to the board regarding the conference. A motion was made and seconded to delegate David Oplinger to attend the NCSB Annual Conference in North Carolina; Gail Rothwell to attend the CAC Annual Meeting in Washington, DC; and Dr. Vega to attend the ADA Annual Convention in Washington, DC. The board voted in favor of the motion. Program staff will work with Mr. Oplinger, Ms. Rothwell and Dr. Vega to obtain the required out-of-state approvals to attend the conferences. Staff will email conference and travel details to the delegated board members.

Board members also moved, seconded, and approved allowing Mr. Giles to report back to the board regarding the IHS conference he will attend September 10-12, 2015.

Ms. Rothwell suggested the board also consider sending a representative to the American Speech-Language Hearing Association (ASHA) Annual Convention being held in Colorado. Program staff will check into the conference and report back.

3. EXECUTIVE DIRECTOR REPORT – Trina Castle, Executive Director

- 3.1 Current Budget Report** – Ms. Castle provided an updated report on the program’s operating budget for the end of the 2013 to 2015 biennium. The report showed that currently the program’s revenue is exceeding expenditures. Ms. Castle shared that the department is still working on the budget for the 2015 to 2017 biennium and continues to move forward with the process to reduce license and renewal fees. The updated budget for the 2015 to 2017 biennium will be provided to the board at a future meeting.
- 3.2 Leadership Forum Update** – Jim Deal attended the Boards, Commissions, and Committees Leadership Forum held in July at the Department of Health in Tumwater. Topics covered at the forum included a presentation about patient centered accountability; interstate licensure compacts; and FBI background checks.
- 3.3 Citrix Update** – Ms. Castle provided information to the board about members being issued DOH email addresses and access to Citrix, the secured server that will be used for board-related business. Ms. Castle shared that the department anticipates issuing board members hard tokens that will allow access to Citrix. Hard tokens are security devices that issue passwords in order to authenticate a user on a secure server. Board members will receive training on how to use the tokens and how to access Citrix. Program staff will include training as a future agenda item once the hard tokens are issued.
- 3. BYLAWS** – The board reviewed and discussed suggested revisions to the Bylaws. Ms. Roper, AAG, reviewed Article VI Meeting Procedures and suggested the board consider revising the language under Item 8 – Recusals. Ms. Roper explained that members who have recused themselves due to a conflict of interest typically will leave the room to avoid any appearance of non-verbal cues. The AAG office is being more sensitive to recusals and how they are handled as a result of the recent Supreme Court ruling in the North Carolina Antitrust case. The suggested language is as follows:
8. Recusals
A recused member should leave the meeting room during discussion and voting. A recused member may remain present if needed to constitute a quorum but must remain silent, not otherwise participate in the discussion, and abstain from voting. If the recused member must remain present to complete a quorum, then the reason for the lack of participation and attempts made to mitigate the conflict must be made part of the meeting record. A recused member will be replaced on a discipline panel.”

The board reviewed and voted in favor of approving the suggested language.

- 5. CREDENTIALING STATISTICS AND GENERAL UPDATE** – Ericka Brown, Credentialing Supervisor, provided credentialing statistics to the board. She explained that an application is considered pending until all required documents for licensure have been received. Some of the reasons why an application may be delayed in pending status include: waiting for transcripts/documents, exception applications, waiting for the background check to be completed, etc. Board members shared they would like to know the average number of days it takes to issue a license after all documents are received. Ms. Brown will add that information to future updates.

6. **ONLINE LICENSING PRESENTATION** – Dan Renfroe, Department of Health’s Online Licensing Project Manager, provided information to the board regarding the department’s online application project. He shared that the department is in the process of making all applications available online in order to streamline the application process. He shared that Hearing Aid Specialists and Audiologists may be among the first to use the online licensing system. Mr. Renfroe discussed that the department will need users to test the online applications. Audience members expressed an interest in assisting. When the testing period is closer, contacts for testing can be made from the board meeting sign-in sheet. Status updates will be provided to the board at future meetings.
7. **PRESENTATION – NINE-MONTH CERTIFICATE PROGRAM** – The Washington Hearing Society (WHS) presented information on its nine-month certificate program. Mr. Giles recused himself from the meeting and the meeting room. Tammy Miller and Sandy Hubbard from WHS provided manuals outlining the specifics of the program. The WHS Nine-Month Certificate Program Manual included information on the following:
- Program overview
 - Application
 - Orientation
 - Training
 - Reports

Ms. Miller also demonstrated a sample WHS training module so board members could compare the WHS course to the required course standards outlined in WAC 246-828-615.

Board members and audience members had several questions regarding the WHS Nine-Month Certificate Program. Questions included:

- How will the quality of supervisors be maintained?
- How many hours of audiometric testing are included?
 - Week one includes 10-15 hours of training, five hours of hands-on training
- What fees are the students responsible for paying?
 - Students are responsible for paying all fees related to the training, including training materials needed by the supervisors.
- Will there be scholarships available?
 - Possibly in the future.
- Can students apply to the program without a designated supervisor?
 - Possibly, WHS is hoping to have a “pool” of supervisors for students that apply without a designated supervisor.
- Who is responsible to ensure supervisors are “good” instructors?
 - If a situation between student and supervisor is not working well, the issue will be presented to the WHS Board for resolution.
- How many students are anticipated to apply for the program and how will WHS handle the number of students?
 - WHS anticipates the number of students applying to their program to go up drastically and expects the WHS Board will continue to expand staff as needed.

Ms. Hubbard asked the board for approval of the program presented. Board members discussed the program and shared concerns. Ms. Hendricks shared her concerns about whether WHS would be able to manage the logistics of the program if the number of students was as

high as WHS expects. Dr. Ou also asked whether the WHS program had an infrastructure in place in the event that something went wrong with a student or student/supervisor relationship. The board also discussed whether the program needed to be reviewed and approved by the Washington State Workforce Training and Education Coordinating Board (WTB). The WTB provides consumer protection and ensures private career schools meet state requirements. The WTB provides consumer protection by licensing and regulating private career schools doing business in Washington; they ensure private career schools meet state requirements. Ms. Roper, AAG, explained that it may be necessary for an educational program to have WTB approval as well as approval from the Board of Hearing and Speech. Ms. Roper suggested she research whether approval from the WTB is required in order to ensure the board would not be making a decision that conflicts with another Washington State law.

Ms. Plotnick made a motion to table further discussion and a decision regarding the WHS Nine-Month Certificate Program until it is determined whether WTB approval is needed and to allow WHS to develop a policy regarding misconduct. Mr. Oplinger seconded the motion. The board voted in favor of the motion.

After the board concluded its discussion and vote regarding the WHS Nine-Month Certificate Program Mr. Giles returned to the meeting room and joined the meeting.

- 8. HEARING AID SPECIALIST PRACTICAL EXAM DISCUSSION AND UPDATE** – The board discussed proctoring, fees, and contracts for the practical exam for hearing aid specialist applicants completing a nine-month certificate program. Ms. Benham presented information on PSI, an exam administration company. Ms. Benham shared that both Utah and Georgia have contracts with PSI to administer the practical exam. Ms. Benham shared that applicants currently pay IHS directly to take the written exam. Similarly, applicants would pay PSI to take the practical exam. After discussion, Ms. Rothwell made a motion to approve moving forward to contract with PSI for administering the practical exam. Mr. Oplinger seconded the motion. The board voted in favor of the motion. Ms. Benham will contact PSI to begin working on a contract.

9. COMMITTEE WORK

9.1 Rules Committee

Members: Gail Rothwell, SLP, Chair; Cary Larson, SLPA; Trice Konschuh, Public Member; Ann Plotnick, Hearing Aid Specialist; Rick Giles, Hearing Aid Specialist; Dr. Vega, Audiologist

- 9.1.1** There were no agenda items referred to the committee for review. The committee did not meet at this time.

9.2 Education/Exam Committee

Members: Cary Larson, SLPA, Chair; Rick Giles, Hearing Aid Specialist; David Oplinger, Audiologist; Courtenay Hendricks, Public Member; Hal Hunsaker, SLP; Henry Ou, MD

- 9.2.1** There were no additional agenda items referred to the committee for review.

- 9.2.2** Committee members viewed a demonstration of the online jurisprudence exam as a requirement for audiology and speech-language pathology interim permit holders.

9.3 Disciplinary Committee

Members: David Oplinger, Audiologist, Chair; Jim Deal, Public Member; Gail Rothwell, SLP; Ann Plotnick, Hearing Aid Specialist

- 9.3.1** There were no disciplinary cases referred to the committee for review. The committee did not meet at this time.

9.4 Public Relations Committee

Members: Jim Deal, Public Member, Chair; Courtenay Hendricks, Public Member; Dr. Vega, Audiologist; Henry Ou, MD; Hal Hunsaker, SLP

- 9.4.1** There were no additional agenda items referred to the committee for review.
- 9.4.2** The committee reviewed public service announcements to post on social media on behalf of the board.
- 9.4.3** The committee reviewed a request for a lists and labels from the Academy of Doctors of Audiology.
- 9.4.4** The committee reviewed a request for lists and labels from Consonus Healthcare.
- 9.4.5** The committee reviewed a request for lists and labels from Providence St. Peter Hospital.

10. COMMITTEE REPORTS - Committee members reported on their discussions and presented recommendations for board action.

Rules Committee

- The committee did not provide a report as they did not meet.

Education/Exam Committee

- The committee viewed a live demonstration of the online jurisprudence exam. The committee suggested an option be added to the exam that would allow the applicant to print the screen containing the score. Committee members also suggested the exam questions be reviewed annually. The committee recommended the board approve the online jurisprudence exam, adding a print screen to the exam, and to review the exam questions annually. The board voted in favor of approving the online jurisprudence exam as a requirement for audiology and speech-language pathology interim permit holders.

Disciplinary Committee

- The committee did not provide a report as they did not meet.

Public Relations Committee

- The committee shared that the DOH Communications Office reviewed and did not use the board's suggested public service announcements. Public service announcements with the same subject matter were posted on the department's Facebook and Twitter pages. The office received positive feedback from the posts. The committee recommended the board invite a representative from the communications office to the next meeting to discuss public service announcements policies and processes. The board is interested in continuing to have the department post announcements and would like more information on how to choose the announcements. The board voted in favor of inviting a DOH Communications Office representative to discuss requirements with the committee at a future meeting.
- The committee reviewed, discussed, and recommended the board approve a lists and labels request from the Academy of Doctors of Audiology. The board voted to approve the lists and labels request from the Academy of Doctors of Audiology.
- The committee reviewed, discussed, and recommended the board request more information from Consonus Healthcare before making a decision to approve or deny the lists and labels request. Specifically, the board would like additional examples of actual event notices that were sent to licensees. The board voted in favor of requesting more information from Consonus Healthcare. Staff will contact Consonus Healthcare to request more information.
- The committee reviewed, discussed, and recommended the board approve a lists and labels request from Providence St. Peter Hospital. The board voted to approve the lists and labels request from Providence St. Peter Hospital.

11. **ASSISTANT ATTORNEY GENERAL REPORT** – Joyce Roper, AAG, provided board members with information or research conducted since the last meeting. Ms. Roper shared that she is looking forward to working with the board and does not have any additional information to present at this time.
12. **AGENDA ITEMS FOR FUTURE MEETINGS** – The board discussed adding the following items to future meeting agendas:
 - Credentialing Statistics Update
 - Update regarding WHS nine-month certificate program
 - Bates Technical College nine-month certificate program presentation
 - Conference reports from board representatives
13. **PUBLIC COMMENT PERIOD**

A written comment was provided from Barbara Hart in support of approving a nine-month program for hearing aid specialist instruction. Ms. Benham read the email to board members.
14. **ADDITIONAL ITEMS**

There were no additional items for the board to discuss at this time.
15. **CONSENT AGENDA**
 - 15.1 A copy of the current issue of "The Sentinel News for DOH Employees" was provided in board member packets for review.

16. ADJOURNMENT

The open session portion of the meeting adjourned at 2:37 p.m.

CLOSED SESSION – The board did not meet in closed session.

- 17. APPLICATION REVIEWS** – There were no applications presented for board review at this time.

Prepared By: Janette Benham, Program Manager

Date

Approved By: Dr. Alison Vega, Chair

Date